

ITIL Takeaway

What is ITIL?

- ITIL stands for Information Technology Infrastructure Library
- ITIL clearly defines roles and responsibilities around IT service management
- ITIL is a framework to establish and manage quality IT processes

What are the benefits of ITIL?

- Provides high availability of business services
- Provides common, defined and measurable processes
- Clearly defines roles and responsibilities around IT Service Management
- Improves IT staff's productivity through training and experience in service management best practices
- Reduces time spent tracking down the source of IT errors
- Reduces time spent implementing emergency changes
- Provides greater insight into changes that have been made and whether changes achieved intended objectives.
- Improves integration of business plans into IT Capacity management
- Improves integration of business needs into IT Continuity, Security Management

What are the processes that comprise the ITIL Implementation?

The IT Partnership will introduce the following 10 ITIL processes:

1. Change Management
2. Configuration Management
3. Release Management
4. Incident Management
5. Problem Management
6. Capacity Management
7. Availability Management
8. IT Service Continuity Management
9. Service Level Management
10. Security Management

What are the upcoming project dates?

Phase 1 of ITIL Implementation will include Change, Configuration and Release Management. Key milestones for these processes include:

- Pilot Agency Training: 2/19/07 – 3/2/07
- Pilot: 3/5/07 to 3/30/07
- Training for all affected post-pilot employees (agency and VITA/NG infrastructure staff): 4/2/07 to 5/31/07
- Start using ITIL Change Process: immediately after training

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Which agencies make up the ITIL pilots?

The ITIL pilots are the same as the Desktop pilot agencies:

- Dept. of Veterans Services
- Museum of Natural History
- Dept. of Minority Business Enterprise
- Dept. of Criminal Justice Services

Which specific processes will be impacted by the implementation of Change, Configuration and Release Management?

After the processes are implemented, change requests will need to be submitted via Peregrine (HP ServiceCenter) for any potential software or hardware change. These requests will be centrally managed by a change control board. These processes will enable a more controlled environment in order to assess potential impact, develop appropriate implementation and test plans, and obtain Agency approval prior to implementation.

What kind of ITIL training will be offered?

The ITIL team will offer classroom-based training as well as a CBT on ITIL. Please look for upcoming training notifications from the ITIL team.

Where can I find more information about ITIL?

- Email questions to questions@vita.virginia.gov
- Find information on-line: <http://www.vita.virginia.gov/itpartnership/meetings.cfm>
- Attend ITIL COIN meetings
- Contact an ITIL Change Champion
 - ♦ Roster of Change Champions can be found on ITIL web page
- Look for IT Partnership communications (e.g. IT Partnership News)